

DEPARTMENT OF BENEFIT PAYMENTS



April 15, 1974

ALL-COUNTY LETTER NO. 74-63

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: Urgent Communications


REFERENCE:

In line with the Department's continuing interest in improving communications with county welfare departments, a survey was recently made to determine the nature of the problem several counties were experiencing in respect to receipt of Western Union messages.

As a result of this survey, we have initiated a policy of routinely requesting local delivery (as opposed to telephone transmittal followed by mail delivery) of all Western Union messages to county welfare departments, with the exception of Alpine, Calaveras, Inyo, and Sierra counties where Western Union does not provide local delivery. In these four counties, urgent messages will be transmitted by special delivery mail unless the information which we are sending is required the same day in which case, we will telephone the message and follow up with a first class mail transmittal.

The policy of transmitting by Telecopier all urgent messages to those counties having compatible equipment remains in effect.

We invite your suggestions for further improvement to the Department's communications mechanism with the counties. These and any questions you may have on this subject should be directed to me.


WILLIAM J. KURTZ
Deputy Director
Administration

cc: CWDA

Supervised by ACL #77-15

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